1. What are three core concepts of the change management process?   0.75 / 1 point

☑ Create a sense of ownership and urgency around the project.

⊘ Correct
When team members feel a sense of ownership and urgency around a project, it increases interest, motivation, and engagement with the project outcome.

☑ Select the right combination of skills and personalities for the team.

⊘ Correct
A project manager should find team members whose knowledge and skills complement one another and get them excited about the project. They can be advocates for change when it's needed.

☑ Communicate effectively.

⊘ Correct
To ensure effective communication with the team and the rest of the organization, the project manager can do three things. First, they can be transparent and up front with plans. Second, they can make information available. Third, they can make sure everyone is kept up-to-date on the project's progress.

☑ Adopt different change management best practices for each individual project.

⊗ This should not be selected
Project managers should follow a consistent change management process from project to project. Following a clear change management process helps maintain consistency each time there is a change.

2. Which of the following project outcomes will most likely require change management in the organization? Select all that apply.   0.5 / 1 point

☑ Adopting a new supply ordering system

⊘ Correct
Switching to a new system means that employees will need to learn new processes and protocols. Change management strategies would help support the transition to these new processes.

☑ Installing new scheduling software on employees' computers

⊘ Correct
Installing new software means that employees will need to adapt to how the software operates. Change management strategies would help support the transition to this new tool.

☑ Holding an annual meeting for stakeholders

⊗ This should not be selected
Planning an event should not impact how a company operates, so it does not require change management. Change management involves getting people in the organization to adopt a new tool or process.

☑ Kicking off planning for the next quarter

⊗ This should not be selected
Kicking off planning should not impact how employees do their jobs, so it does not require change management. Change management involves getting people in the organization to adopt a new tool or process that impacts their work.

3. Which three best practices can help a project manager approach change management on their projects?   0.75 / 1 point

☑ Use tools to help implement a change.

⊘ Correct
Incorporating tools like flowcharts, feedback mechanisms, and culture mapping to assist in the adoption of a change can be very helpful.

☑ Only incorporate change management strategies during the closing phase of the project life cycle.

⊗ This should not be selected
Starting to implement change management strategies during the closing phase of a project may not adequately prepare stakeholders to adopt the change. Rather, a project manager should incorporate change management planning throughout the project life cycle.

☑ Practice empathy.

⊘ Correct
Changes are inevitable, but people are often resistant to them. A project manager can support the process by being empathetic to the challenges and anxiety change can bring.

☑ Communicate about upcoming changes.

⊘ Correct
Project managers should communicate throughout the project about how the changes will provide a better experience for end users of the project deliverables. This provides everyone with the information they need to feel prepared to adjust to changes once the project is ready to launch.

4. How does an organization align its project governance with its corporate governance? Select all that apply.   0.75 / 1 point

☑ By considering the long-term and short-term interests of the organization

⊘ Correct

Leaders and stakeholders are more likely to support the project if it aligns with the overall interests and objectives of the organization. Good project governance also includes making thoughtful decisions about what projects to start and clear communication with stakeholders.

☑ By providing stakeholders with timely, relevant, and reliable information

⊘ **Correct**
Good project governance supports corporate governance with clear communication and attainable goals. It also involves making thoughtful decisions about what projects to take on and consideration of the long-term and short-term interests of the organization.

☑ By avoiding the input of senior stakeholders

⊗ **This should not be selected**
Project managers should elicit the input and buy-in of senior stakeholders since they are the decision makers. Good project governance also includes making thoughtful decisions about what projects to start, clear communication with stakeholders, and consideration of the long-term and short-term interests of the organization.

☑ By making thoughtful decisions about which projects to take on and avoiding projects if they don't have sufficient resources

⊘ **Correct**
An organization should carefully select projects and avoid projects if there are insufficient resources to make them sustainable. Good project governance also includes clear communication with stakeholders and consideration of the long-term and short-term interests of the organization.